

***United States Department of Agriculture (USDA)
eGovernment Program***

***USDA eAuthentication Team
IdentityMinder 6.0 AgLearn Help Desk
Guide***

April 27, 2006





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Revision History

Previous Change History

Table a – Previous Change History

Version	Date	Author	Comment
1.0	4/19/06	Carriann Ashcraft	Initial Development of document
1.1	4/27/06	Carriann Ashcraft	Peer Review Updates

Document Sign-off

Table b – Document Sign-off

Date	Name	Title
4/20/06	Nandini Krishnamoorthy	Developer
4/20/06	Kelly Frisby	Help Desk Agent
4/20/06	Todd Kaywood	Business Administration Manager
4/26/06	Matt Perry	eAuthentication Development Manager



1 Introduction

1.1 Introduction

Through legislated mandate, the United States Department of Agriculture (USDA), where practicable, must provide electronic alternatives to traditional paper-based processes. The first step in this is correctly identifying and authenticating users on the Internet. The three principal acts relevant to this policy are:

The Government Paperwork Elimination Act (GPEA)

The Electronic Signatures in Global and National Commerce Act (E-Sign)

The Freedom to E-File Act

The USDA eAuthentication solution provides authentication services for online applications. Managed by the USDA Office of the Chief Information Officer (OCIO), eAuthentication is an enabling process and technological foundation that will help USDA achieve its goals and objectives for eGovernment by supporting all USDA eGovernment initiatives and applications.

1.2 Audience

This document is intended for the use of the AgLearn Help Desk functionality within IdentityMinder. This document will only cover the AgLearn Help Desk tasks of the IdentityMinder 6.0 upgrade.

1.3 Scope

This document is intended for the internal use of the USDA eAuthentication. This guide will be distributed to the AgLearn Help Desk team to show them how to use AgLearn Help Desk role in IdentityMinder 6.0.



2 Document Overview

2.1 IdentityMinder 5.6 to 6.0

The latest version of IdentityMinder (IdentityMinder 6.0) will be migrated into the production environment the beginning of May, 2006. This migration will include overall functionality and interface updates for Application Admin, LRA, Help Desk, and My Account operations.

2.2 Organization of Document

This document will present how the AgLearn Help Desk functionality for the tasks listed below has changed from the IdentityMinder 6.0 upgrade.

- View User USDA AgLearn Tier 1 Help Desk

2.3 General Changes

The initial screen in IdentityMinder has changed from a list of root links in 5.6 to a drop down menu in 6.0

Depending on the number of tasks assigned to your account, tasks will be listed on the left navigation bar, or listed in categories along with the appropriate tasks.



3 USDA AgLearn Tier 1 Help Desk Tasks

3.1 View User USDA AgLearn Tier 1 Help Desk

This task is used to view a user's eAuthentication account.

Figure 1 – Go to “View User USDA AgLearn Tier 1 Help Desk”.

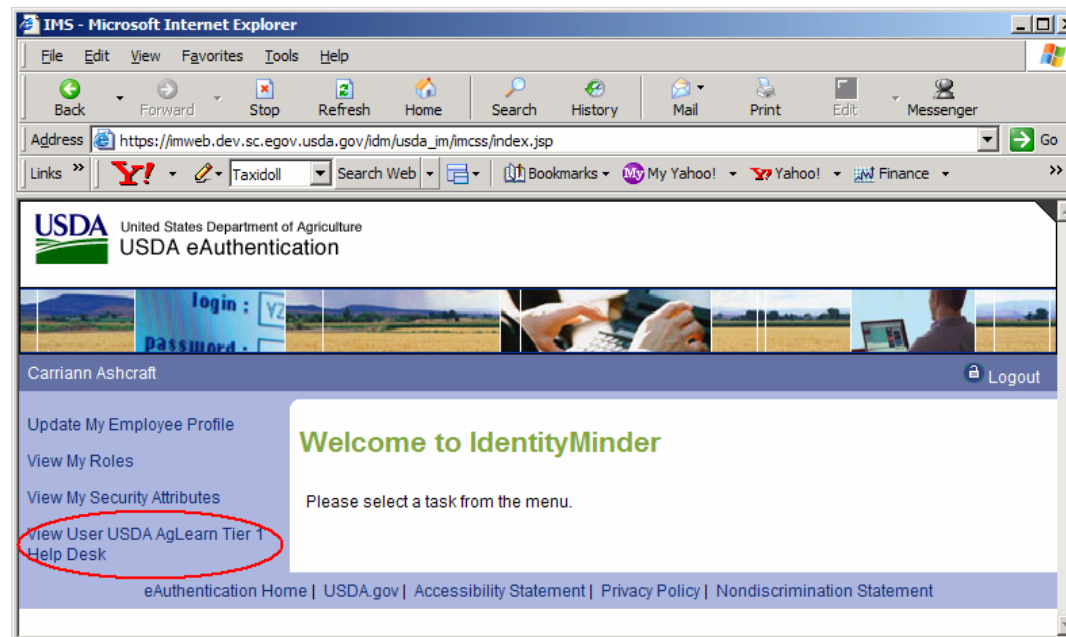
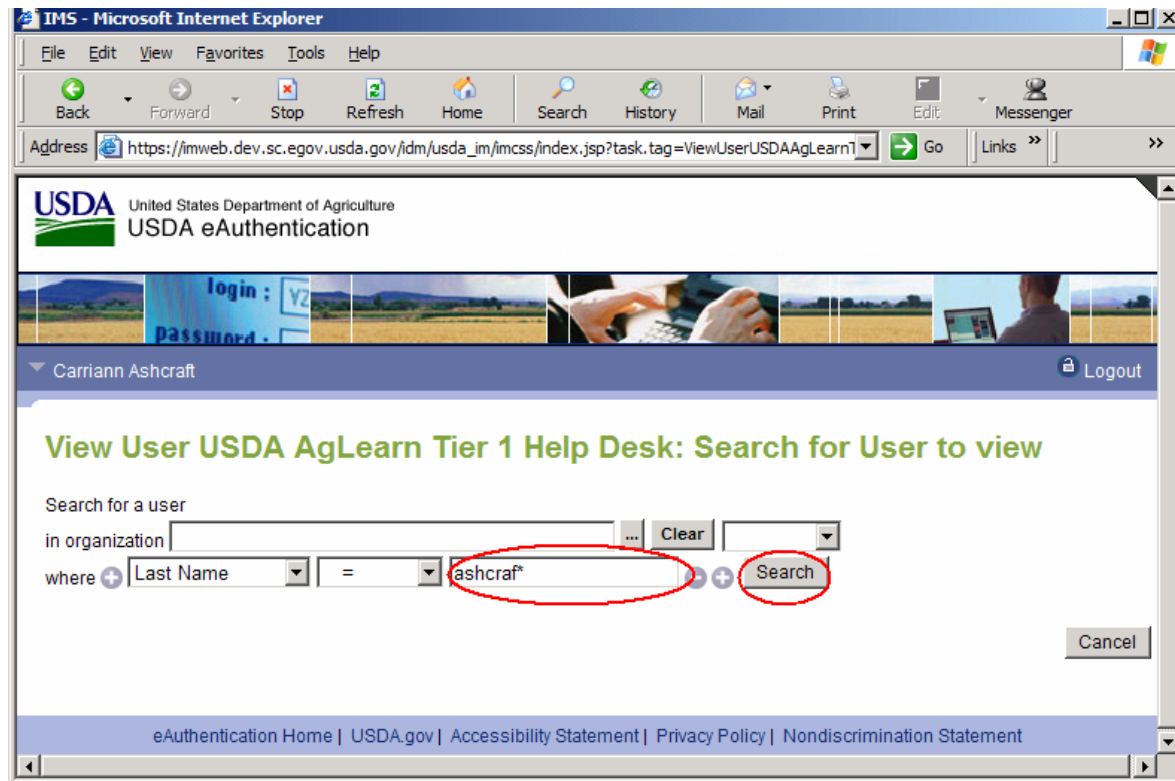


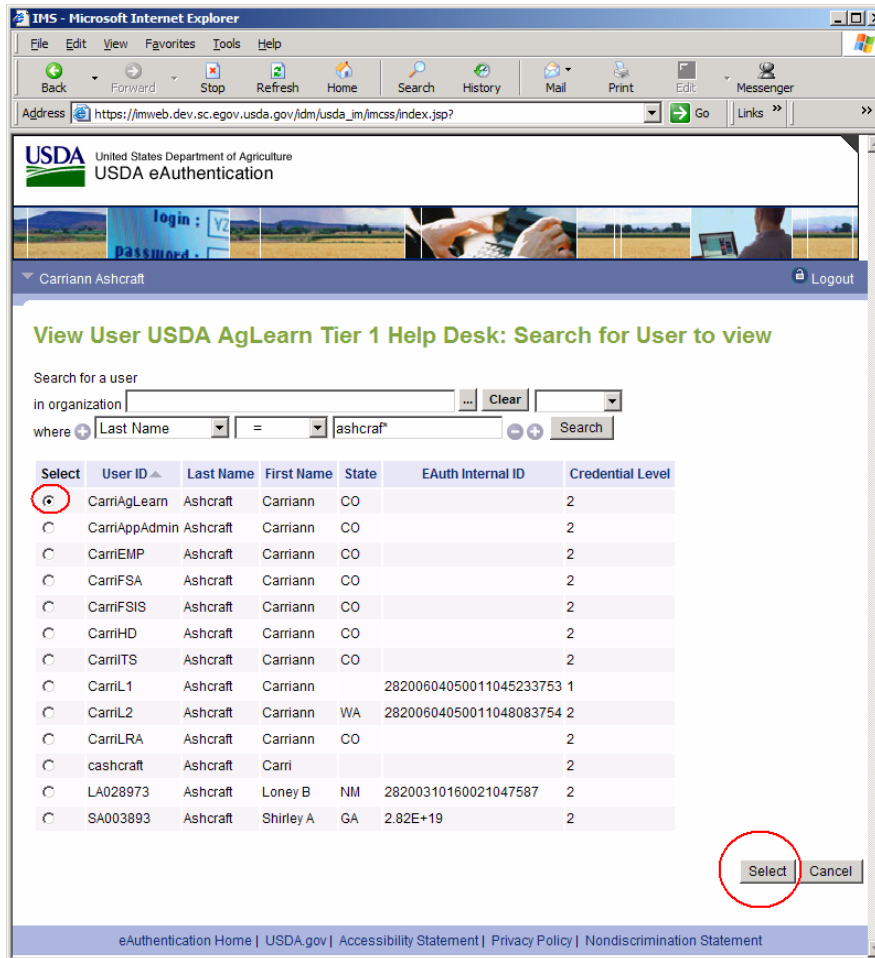
Figure 2 - Enter a name in the third box at the bottom according to the variables next to “+” on the left. When done, click “Search”.
If you would like to return to the main screen, click “Cancel”.



Important Note: There is a known issue with the search functionality when no search criteria are provided for a task. For example, putting an * in to search for all users will respond with the following error message:
"SmImSqlCommand (findInScope) Provider call failed Error Code was: -2147418012 Error Message: Unknown Failure ID: 2401"

Please be sure to put a name or partial name into the search box to avoid this issue.

Figure 3 – This screen displays your search results. Click on a radio button to select a user.
When done, click “Select” at the bottom of the screen.



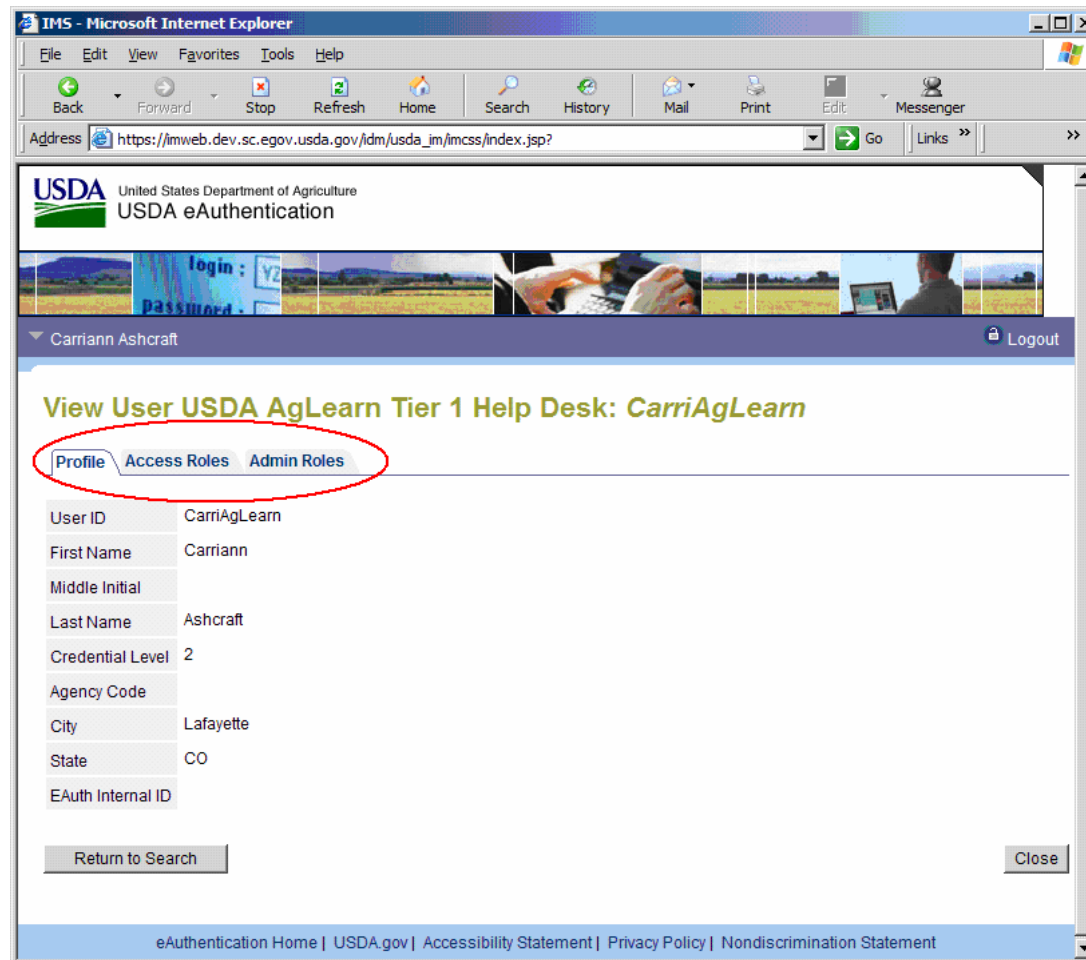
The screenshot shows a web browser window titled "IMS - Microsoft Internet Explorer" with the address bar displaying "https://imweb.dev.sc.gov.usda.gov/idm/usda_im/mcss/index.jsp?". The page header includes the USDA logo and "United States Department of Agriculture USDA eAuthentication". Below the header is a navigation bar with the user name "Carriann Ashcraft" and a "Logout" link. The main content area is titled "View User USDA AgLearn Tier 1 Help Desk: Search for User to view". It contains a search form with the following fields: "Search for a user" (text input), "in organization" (text input), "where" (dropdown menu), "Last Name" (text input), "=", (dropdown menu), "ashcraft" (text input), and a "Search" button. Below the search form is a table of search results. The first row is selected, indicated by a radio button in the "Select" column. The table has the following columns: "Select", "User ID", "Last Name", "First Name", "State", "EAuth Internal ID", and "Credential Level".

Select	User ID	Last Name	First Name	State	EAuth Internal ID	Credential Level
<input checked="" type="radio"/>	CarriAgLearn	Ashcraft	Carriann	CO		2
<input type="radio"/>	CarriAppAdmin	Ashcraft	Carriann	CO		2
<input type="radio"/>	CarriEMP	Ashcraft	Carriann	CO		2
<input type="radio"/>	CarriFSA	Ashcraft	Carriann	CO		2
<input type="radio"/>	CarriFSIS	Ashcraft	Carriann	CO		2
<input type="radio"/>	CarriHD	Ashcraft	Carriann	CO		2
<input type="radio"/>	CarriITS	Ashcraft	Carriann	CO		2
<input type="radio"/>	CarriL1	Ashcraft	Carriann		28200604050011045233753	1
<input type="radio"/>	CarriL2	Ashcraft	Carriann	WA	28200604050011048083754	2
<input type="radio"/>	CarriLRA	Ashcraft	Carriann	CO		2
<input type="radio"/>	cashcraft	Ashcraft	Carri			2
<input type="radio"/>	LA028973	Ashcraft	Loney B	NM	28200310160021047587	2
<input type="radio"/>	SA003893	Ashcraft	Shirley A	GA	2.82E+19	2

At the bottom right of the table, there are two buttons: "Select" and "Cancel". The "Select" button is circled in red.

The footer of the page contains the following links: "eAuthentication Home | USDA.gov | Accessibility Statement | Privacy Policy | Nondiscrimination Statement".

Figure 4 - This screen will allow you to view the users profile, roles and administrative access. Click on the tab you would like to view. When done, click “Close” at the bottom of the screen.





4 IdentityMinder Support

For further assistance, please contact Marquita Leigh @ mleigh@gpworldwide.com.